



Listening
to Families
REFRAMING SERVICES

Specialink Symposium

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www.ryerson.ca/listeningtofamilies



Background

- Pilot Project: *Voices of Families*
 - Principal Investigators:
 - Dr. Elaine Frankel
 - Dr. Mehrunnisa Ali
 - Dr. Patricia Corson
 - Project Manager:
 - Catherine Moher
- Funded by Ryerson, Faculty of Community Services
- Developed data collection strategies and instruments using the narrative approach



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Background

- Project: *Children and Families Living in Disadvantaged Circumstances: Collaboration, Communication and Inclusion*
 - Principal Investigators:
 - Dr. Mehrunnisa Ali
 - Dr. Patricia Corson
 - Dr. Elaine Frankel
 - Project Manager:
 - Catherine Moher
- Project funded by Government of Canada's, Social Development Partnerships Program (2005-2008)
- Partners in refining data collection strategies and developing narratives using the narrative approach – FSIO and FRP-C



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Our Central Ideas

1. Three common 'disadvantages' i.e. poverty, newcomer status, and having a child with developmental disabilities increase the vulnerability of families and children
2. Families have complex combinations of aspirations, strengths, challenges, resources & strategies



Our Central Ideas

3. The stories of families, in all their fullness and complexities, could help to promote a more holistic approach to family-centred services
4. Key services for children and families, e.g. child care, early intervention, resource consultation, education, social welfare and health could be mobilized to consider this approach



Proposed Products

- A book and DVD for pre-service and in-service training of practitioners in family support, child care, early intervention, resource consultation, health, social welfare, and education
- A collection of family narratives for use as instructional materials
- Scholarly papers and presentations



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The Narrative Approach

- Less exploitive of families
- Promotes cultural reciprocity
- Holistic
- Authentic
- Gives voice
- Creates synergy
- Transformative



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The Family Narrative Interview

- Obtain permission from the family to be interviewed and audiotaped for 3-4 sessions
- Interview family using a semi-structured approach
- Use interview protocol as guide
- Probe further to gather more information or clarify the respondent's replies
- Listen to the story of the family



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Developing the Narrative

- Getting Started
- Checking-in with the Family
- Checking-out the Accuracy of the Narrative with the Family



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Reframing Services

- Who owns the narrative?
- How can it be used by:
 - Professionals
 - Families
 - Students



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Contact Information

For more information regarding this project and obtaining the *Listening to Families: Reframing Services* book and DVD, please contact:

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